

TECHNOLOGY RESOURCE COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Technology Resource Coordinator exists is to perform highly responsible, administrative, and technical duties directing and supervising the City's Information Systems network operations facilities, and administering Information Systems contracts and maintenance agreements. Work is performed under general supervision of the Communications Director.

ESSENTIAL FUNCTIONS:

Manages the city's network operations center, a 24 x 7, 365-day operation which is the hub of the organization's enterprise technology system, including installations, repairs, relocation of equipment, and scheduling. Develops preliminary and long-range plans for all city computer facilities.

Responsible for administering all software and hardware maintenance contracts, managing complex technical RFP's and implementing key departmental initiatives.

Responsible for redesign, construction and remodels including Information Systems projects as well as coordination of City construction projects that requires IS facilities. Examples include I.S. Office remodel, Tech Center remodels, Video Conferencing Room construction, Training Room construction, sever facilities within new city buildings, and the Computer Room Redesign.

Serves as the I.S. Disaster Recovery Coordinator – Works with other City departments assisting with the development of Disaster Recovery Plans. Coordinates risk impact analysis with outside consultants and City departments to identify potential business losses. Develops emergency plans and procedures.

Responsible for monthly inspections, distribution of safety documentation, and committee membership for the I.S./SCA building, Tech Center and Graphics/Warehouse facility in coordination with the Voluntary Protection Program

Represent the I.S. department on the CIP Committee – Responsible for working with a team of City employees to review all City non-technical CIP Requests, prepare the rating matrix for each project and prepare Lifecycle costs.

Demonstrates an ability to communicate and manage organizational change. Directs individual accomplishments toward organizational management objectives.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Management practices and procedures
Information Systems related terminology, practices and procedures
I.S. processes, regulations, codes, ordinances and terminology
Computer Operations management practices and procedures

Ability to:

Review procedures and problems and develop solutions and new systems
Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, contractors, architects, engineers and the general public
Operate a PC to compose reports and correspondence
Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them
Communicate effectively with the public, staff and co-workers
Study problems and develop innovative solutions; prepare and present effective written and oral reports

Education & Experience

Any combination of a Bachelor's degree in Computer Science or a related field with specialization in the area of computer operations and office automation. Requires a minimum of four years recent experience in computer operations

FLSA STATUS: exempt

HR Ordinance Status: unclassified